

Pivot Point Parking - Monthly Parking Permits FAQs

Getting Started

What do I need to get started?

In order to view and / or purchase digital permits, you will first need to create an account. You will need to sign up with an email address. ***Please note, permits may have specific eligibility or use criteria and application may require submitting documents for verification purposes.*

How do I create an online permit account?

Upon navigation to your permit page, from the landing page, select “Sign-up”

- Enter a valid email address (use the email you have the best access to).
- A 3-digit code will be sent to you via the email you provided, and you will be prompted to enter this code to validate your account on the website.
- Create a 4-Digit PIN (equivalent to a password) that you will use for future logins.

Where can I locate available permits online?

Once logged in:

- If you have a permit, upon login you will see a link to “Add New Permit” above your current or previously active permits.
- If you do not already have a permit, upon login you should land on the “View / Add Permits” page that will list all available options.
- If you are on another page, such as the FAQs, select the “View / Add Permits” tab from the top of the page to view the permit options that are available.

Digital vs Physical Permits

How does enforcement know I hold an active permit?

Your permit is a digital record, which is shared in real-time to parking enforcement personnel. Your license plate number is the indicator to the officer that you are a valid permit holder and not in violation.

Account

How do I change/update the phone number or email address on my account?

You will need to create a new account in order to change/update the login method. To create a new account, please click the “Logout” tab and then click “Sign-Up” and enter a new phone number or email address. If your old account holds any active permits, you will need to contact the permitting office to have your permits transferred to the new account.

How do I reset my PIN?

To reset your PIN, click the “Reset PIN” link on the login page where you are prompted to provide your PIN code. This process will allow you to reset your PIN immediately, but for security reasons all credit cards related to the account will be removed.

How do I update the License Plate number associated with my Permit?

To edit or add vehicles to your permit: Select the “View / Add Permits” tab at the top of the page; select “Manage Permit” link under the permit you would like to update; and then select the button that has your current vehicle

information. This will open a page that allows you to make updates. If you can add a vehicle, this option will also appear.

Payment

How do I add/delete a payment card?

Once you are logged into your Account, select the “Payment” tab; select “Add Card”, and then enter and save your new card information. To delete a card, choose the card you wish to remove, then select “Delete Card”. You cannot edit an existing card; you will need to delete it and add a new one.

Can I pay for other people's permits?

Yes, just click “Add New Permit” and fill out the application with the correct information.

Troubleshooting

Why can't I see my Permit when I log into my account?

In order to access your existing account, you MUST log in using the same email address that was used when creating your account. Otherwise, you will be creating a NEW permit account that is not linked to your existing permits.